

**CERTIFICATE OF EFS FILING UNDER 37 CFR §1.8**

I hereby certify that this correspondence is being electronically transmitted to the United States Patent and Trademark Office, Commissioner for Patents, via the EFS pursuant to 37 CFR §1.8 on the below date:

Date: January 30, 2009 Name: John G. Rauch, Reg. No. 37,218 Signature: 

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Appln. of: **Jean L. Missinhoun et al.**

Patent No.: **7,353,182 B1**

Issued Date: **April 1, 2008**

Serial No.: **09/608,293**

Filing Date: **June 30, 2000**

For: **System And Method For Providing A Multi-Channel Customer Interaction Center**

Attorney Docket No: **10022-225**

Examiner: **Andre D. Boyce**

Group Art Unit: **3623**

Confirmation No.: **9926**

**TRANSMITTAL**

Mail Stop Certificate of Correction  
Commissioner for Patents  
PO Box 1450

Alexandria, VA 22313-1450

Sir:

**Attached is/are:**

- ☒ Transmittal Letter; Request for Certificate of Correction (1 page); Certificate of Correction PTO Form 1050 (1 page).

**Fee calculation:**

- ☐ No additional fee is required.
- ☐ Small Entity.
- ☐ An extension fee in an amount of \$\_\_\_\_\_ for a \_\_\_\_\_-month extension of time under 37 CFR § 1.136(a).
- ☐ A petition or processing fee in an amount of \$\_\_\_\_\_ under 37 CFR § 1.17(\_\_\_\_).
- ☐ An additional filing fee has been calculated as shown below:

|   |                                     |       |                                    |                  | Small Entity |           |    | Not a Small Entity |           |
|---|-------------------------------------|-------|------------------------------------|------------------|--------------|-----------|----|--------------------|-----------|
|   | Claims Remaining<br>After Amendment |       | Highest No.<br>Previously Paid For | Present<br>Extra | Rate         | Add'l Fee | OR | Rate               | Add'l Fee |
| Total                                     |                                     | Minus |                                    |                  | x \$26=      |           |    | x \$52=            |           |
| Indep.                                    |                                     | Minus |                                    |                  | x \$110=     |           |    | x \$220=           |           |
| First Presentation of Multiple Dep. Claim |                                     |       |                                    |                  | + \$195=     |           |    | + \$390=           |           |
|   |                                     |       |                                    |                  | Total        | \$        |    | Total              | \$        |

**Fee payment:**

- ☒ Please charge Deposit Account No. 23-1925 in the amount of **\$100.00** for filing fees.
- ☐ Payment by credit card in the amount of \$\_\_\_\_\_ (Form PTO-2038 is attached).
- ☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Respectfully submitted,



John G. Rauch (Reg. No. 37,218)

January 30, 2009  
Date